

# Business Plan 2019-20

---

## Our purpose and role

The Scottish Charity Regulator is the independent registrar and regulator for Scotland's 24,500 charities. We are a non-ministerial department, accountable to Parliament rather than Ministers. As a publicly funded body, we have a duty to deliver best value. We carry out our work in accordance with the regulatory principles of being proportionate, targeted, accountable, consistent and transparent. We work collaboratively with partners in Scottish Government, across the charity sector and beyond, enhancing our profile and increasing our communications reach.

Our vision is for charities you can trust and that provide public benefit.

## Our key business priorities for 2019-20

<p><b>Targeted regulation</b> Making the best use of our resources to achieve the greatest impact by focusing on key risks in the charity sector and taking action where serious risks are identified within charities.</p>	<p><b>Improve our support to trustees, volunteers and staff</b> Publishing and promoting guidance through clear and targeted communications, training and events. We will improve our annual return form and processes to ensure that we are gathering information that is in line with our priorities.</p>
<p><b>Being accessible and agile</b> This includes developing and implementing our Digital Strategy, streamlining our registration and consents processes and simplifying the financial reporting framework for charities.</p>	<p><b>Improve public awareness of our work and provide services that meet our customers' needs</b> Our external Communications strategy will aim to boost public confidence in charities and improve our interactions with stakeholders.</p>
<p><b>Our people</b> This will include the development of practical working groups involving staff across the organisation in redesigning our services and delivery and being a learning environment.</p>	<p><b>Partnership working with government, public bodies, other regulators and key organisations to maximise our reach</b> Offering our analysis, intelligence and expertise through contributing to existing and emerging events to add value to improve the sector.</p>
<p><b>Support the outcomes of the Charity Law Consultation</b> We will work with our government colleagues and others in a flexible and responsive way to take this forward.</p>	<p><b>Developing our next Corporate Strategy</b> We want this to be an ambitious and agile document. We will also review key aspects of our governance and refresh as required.</p>

## Resources

We operate from one office located in Dundee. We currently have a staff of 40 FTE and a budget of £3.3m for 2019-20. This budget represents a 10% increase this year, which will enable us to develop our digital ambitions and consolidate our staffing and resources.

## How will we know if we are succeeding?

We will use a number of sources to measure our success including:

- By delivering on our publication, corporate governance and statutory targets, including deadlines for consents and reorganisations
- Charity and public surveys
- Website engagement and analysis
- Analysis of participant evaluation in all of our engagements
- Reviewing time spent on different types of casework
- Feedback from partners and stakeholders
- Usage levels for particular improvement projects e.g. the registration processes will be almost exclusively online by 2020 resulting in increased speed and quality
- People survey results and levels of staff engagement in designing how we deliver our services.

## National Performance Framework Outcomes

By delivering our vision and supporting a thriving and ambitious charity sector we contribute significantly towards the National Performance Outcomes, notably:

- Economic growth and social capital
- Fair Work & Business: we have thriving and innovative businesses, with quality jobs and fair work for everyone;
- Human Rights
- Environment
- A more healthy and active population.